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We often hear that the sustainability of our healthcare system is contingent upon our ability to work together. At HealthPRO, we are proud that more than 800 hospitals across Canada choose to collaborate with us on a daily basis. Through our national aggregated purchasing power, we maximize savings across many high quality products and services hospitals use every day. These include pharmaceuticals, medical products, support services, nutrition and food products and capital equipment.

This national effort ensures important savings and efficiencies are achieved, maximizing resources available for frontline care.
Over 800 Hospitals Benefit from nearly $2 Billion in Contract Value
About HealthPRO

We are Canada’s healthcare procurement services organization, representing the purchasing interests of over 250 member shareholders who are the hospitals, Provincial Health Authorities and Shared Service Organizations (SSOs) in British Columbia, Alberta, Saskatchewan, Manitoba, Ontario, Nova Scotia, Newfoundland & Labrador and the Territories.

Since 1996, we have helped our members direct maximum budget resources to patient care by providing strategic, high-quality and cost-effective procurement services across a number of dedicated service areas.
Our Contract Services

Our members have access to the most comprehensive portfolio of the highest quality healthcare products and services in the country.
Pharmacy

Our pharmacy service offers a full range of quality products supported by a benchmark product evaluation process and extensive clinical, procurement and supply chain expertise.

Pharmacy Services
Common injectable and oral drugs

Pharmacy Specialties
Specialized drugs including paediatrics and oncology

Pharmacy Innovation
Innovative approaches to pharmacy procurement and procuring for innovative drugs
Materials Management

Our materials management portfolio offers the most comprehensive range of clinical and support services products in the country, supported by a rigorous prequalification process and extensive clinical, procurement and supply chain expertise.

Clinical Services

Medical surgical products used in:
- Critical care
- Operating rooms
- Medical and surgical units
- Complex continuing care
- Ambulatory care

Clinical Specialties

Clinically-complex products including:
- Endoscopy
- Cardiac specialties
- Hemodialysis
- Contrast media
- Endourology
Support Services
Administrative, housekeeping and plant maintenance products including:
- Office supplies
- Cleaning products

Nutrition and Food Services
A wide range of products and services for hospital cafeterias and patient trays including:
- Food products
- Beverages
- Delivery equipment
Signature Services

For specialized procurement needs that fall outside of our traditional national contract offering, HealthPRO can assist with its unique Signature Services.

Signature contracts can be developed for an individual member or group of members who wish to collaborate on a sourcing initiative.

HealthPRO conducts the entire contracting process on their behalf based on their specific requirements and manages the resulting contract, allowing hospitals to benefit from optimal savings and efficiencies.
Energy Management

Flexible and cost-effective management of natural gas, electricity and fuel oil requirements.

Capital Equipment

Contracts for durable medical equipment including:
- Hospital beds and surfaces
- Furniture
- Defibrillators
How We Work

HealthPRO’s specialized contracting function and national scope is complementary to the broader supply chain work conducted by Provincial Health Authorities and Shared Service Organizations. By working together, we bring maximum value to the healthcare system. The following model illustrates how HealthPRO’s specialized function and national scope complements their role.
Shared Service Organizations and Provincial Health Authorities

Broad supply chain function, regional scope.

HealthPRO

Specialized contracting function, national scope.

- National Purchasing Power
  HealthPRO aggregates national volumes, yielding the best price

- Resource Efficiencies
  by allocating a portion of the procurement process to HealthPRO, Provincial Health Authorities and SSOs can devote their precious resources to other important cost-saving priorities

- Valuable Services
  quality assurance monitoring, post award assessment service, contract differential refund service

- National Advocacy
  on issues that matter: drug shortages, innovation, standards

- Best Practices and Knowledge Sharing
  through national committees

Note: the chart above is for illustrative purposes only and is not intended to be representative of all the activities of Shared Service Organizations/Provincial Health Authorities.
We Ensure Our Members’ Vital Input in the Contracting Process

Clinicians, pharmacists, business professionals and subject matter experts from across HealthPRO’s national membership provide direct input into our product and service evaluations, contract strategies and award decisions.

Pharmacy Advisory Council (PAC)
Our Pharmacy Advisory Council (PAC) is made up of pharmacists and pharmacy technicians from a diverse group of healthcare facilities across the country. For efficiency and effectiveness, the PAC is divided into two committees. The Pharmacy Operational Committee, which helps ensure pharmacy products and services are high quality, safe and well suited for hospital use, and the Pharmacy Developmental Committee, which provides input on HealthPRO Pharmacy business and strategic plans, ensuring that they reflect the evolving needs of members.

Healthcare Leadership Advisory Council (HLAC)
The Healthcare Leadership Advisory Council (HLAC) is a strategic advisory group comprised of senior-level supply chain and clinical leaders from across HealthPRO’s membership.

HLAC members provide input into the overall strategic direction of Clinical (CL/CS) service areas within HealthPRO and formulate strategies to impact issues that affect the Canadian healthcare market, such as innovation, global standards and patient safety.

Clinical Advisory Committee (CAC) and Subcommittees
The CAC is comprised of clinical experts representing such fields as nursing and infection control. These experts help guide HealthPRO’s contract strategies, assist in the development of clinical criteria and evaluate products on behalf of member hospitals across the country.

When the clinical complexity of a product requires a particular set of expertise for product evaluation, a specialized subcommittee comprised of subject matter experts and specialists in the relevant field(s) is created.
Materials Management Advisory Committee (MMAC)

The MMAC, comprised of member-based Materials Management Directors, provides expertise throughout HealthPRO’s sourcing process, helping to develop and refine contract strategies. MMAC members also serve as the liaison for ongoing exchange of information between HealthPRO and its member organizations.

Plant Engineering Advisory Committee (PEAC) & Facilities Management Advisory Committee (FMAC)

PEAC and FMAC are comprised of member-based engineers and subject matter experts from across the country, who help guide our contract strategies, assist in the development of criteria and approve contract awards.

Nutrition and Food Services Advisory Committee

The Nutrition and Food Services (NFSAC) committee brings together healthcare Food Service and Procurement experts from across Canada. These individuals represent HealthPRO’s diverse membership of acute and long-term care facilities in urban and rural settings, and their various meal delivery systems.

NFSAC members actively contribute to contract strategy development for Nutrition and Food Service contracts which includes helping to determine whether an award will be single or multi-supplier, the length and scope of contracts, and compliance levels. An integral component of the Committee’s responsibilities, members also help define RFP specifications and participate in the product evaluation and qualification process.
We Focus on Quality

Quality processes and products are central to everything we do. This is evidenced by our:

Product Evaluation Process

Pharmacy products are evaluated by a member-based committee made up of pharmacists, technicians and registered nurses. The committee scores products based on standards and recommendations set by a variety of agencies including Health Canada, Canadian Society of Hospital Pharmacists (CSHP) and the Institute for Safe Medication Practices (ISMP).
Product Prequalification Process

HealthPRO’s unique product prequalification process for Materials Management contracts ensures that products are first scored individually against pre-determined criteria. Only products that meet or exceed criteria are eligible to move on to the RFP process where financial value is taken into consideration.

Dedicated Committees

HealthPRO has established several specialized committees comprised of clinicians, pharmacists, business professionals and subject matter experts from across our membership to participate in product evaluations, contract strategies and award decisions.

Post Award Assessment Service

This service facilitates frontline healthcare workers’ transition to new products by identifying key differences between new products on contract and the previous versions, promoting patient safety.

Ongoing Quality Assurance Monitoring

HealthPRO advocates for product quality on behalf of members by following up on concerns reported, and working directly with suppliers to quickly resolve issues.
We Run a Strategic Process and Support You Every Step of the Way

**Strategy:**
We use progressive procurement strategies

Developing optimal contracts for our members begins with the right contract strategy. In consultation with our members, many factors are taken into consideration when designing a strategy such as the complexity of the product or service, the level of clinical sensitivity, the potential for innovation and the importance of assurance of supply. Strategies we have implemented include Multi, Split and Secondary Supplier Awards.

**Expertise:**
We employ a team of experts

Our team includes seasoned clinicians, pharmacists, dietitians, procurement and supply chain management professionals who understand our members’ needs.

**Flexibility:**
We offer flexible commitment

Members select, on a contract by contract basis, those that are best suited to their needs.
Support:
We offer members a central point of contact to support them throughout the contract lifecycle

From developing contract implementation plans to ensuring product satisfaction, our Member Support teams are conveniently located across the country and serve as a local point of contact to deliver customized solutions that put members first.

Adherence:
We support regulations governing our members

Our contracts comply with the Canadian Free Trade Agreement (CFTA) and Comprehensive Economic and Trade Agreement (CETA), as well as all provincial and regional regulations governing our members
Together with our members from across the country, we are engaged in a number of initiatives to advance quality, innovation and assurance of supply.
Strength Through Collaboration and Leadership

As Canada’s national healthcare procurement services organization, we work closely with healthcare executives, specialists and leaders across the country. Our combined expertise allows us to gain national insight and authority on the issues that matter most in our healthcare system. Some of the key initiatives we’re focused on include:

Drug Shortage Leadership

- Leading the creation of a national Contract and Procurement Best Practices document to Mitigate Drug Shortages as part of Canada’s Multi-Stakeholder Steering Committee (MSSC) on drug shortages

- Contributing to the Health Canada Public Consultation on the Notification of Drug Shortages

- Using progressive contract award strategies including Split Awards and Secondary Supplier Awards to promote assurance of supply

Leading Standards

- Advancing the use of GS1 global standards, recognized for ensuring traceability of products during a recall and ensuring the right medication goes to the right patient

- Participating in Health Canada’s Plain Language Labelling Initiative to help make drug labels and packaging easier to read and understand
Fostering Procurement Innovation
• Leading procurement practices to promote innovation in the healthcare industry

• Using progressive contract strategies such as Split Awards, Alternate Supplier, Multi-Supplier and Open Market

• Inviting suppliers of innovative products to introduce their technologies to a national group of frontline clinicians during Clinical Advisory Committee meetings

Promoting Patient Safety Initiatives
• Incorporating Human Factors principles into our product evaluation process to further enhance our rigorous evaluation process and patient safety

• Actively recommending changes to drug manufacturers’ labels to promote patient safety

• Prequalifying Materials Management products based on quality before financial value is taken into consideration
Benefits

Our strength lies in our collective commitment. Members commit to our national contracts in advance, enabling HealthPRO to secure the best value from suppliers. Suppliers commit to providing the highest quality products at the best price based on the national market opportunity we provide. Through this commitment, we deliver unmatched value and maintain a balanced market.

For Members

- Team of HealthPRO experts including procurement and supply chain specialists, pharmacists, nurses and dietitians who understand our members’ needs
- Exceptional financial savings through our national collective efforts
- Access to the most extensive range of contracts and products
- Highest quality products through our unique prequalification process
- Flexible commitment allows members to maximize their participation in HealthPRO’s national contracts
- Local member support teams help members throughout the contract lifecycle
- Assurance of compliance with procurement regulations
- Time savings as we take care of the contracting process, freeing up your valuable internal resources
- Peer-to-peer knowledge-sharing through participation in national committees
- A strong, national and collective voice impacts issues that matter
For Suppliers

- Access to the largest hospital customer base in Canada
- High levels of commitment and compliance to contracts
- Streamlined processes that save suppliers’ time and resources
- Assurance of compliance with procurement regulations ensuring a fair process
- Insight into hospital practice, government and policy trends
- Opportunity to introduce innovative products to a national market
- Multi-source contracts nurture a vibrant, competitive marketplace
- Access to helpful supplier resources through HealthPRO’s website
More than 250 members representing 800 hospitals. One national collective voice. Together, we are stronger.

To learn more, please visit www.healthprocanada.com
Choice. Support. Results.